

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants : John Crook  
Title of Invention : METHOD OF PROCESSING AN  
INBOUND CALL IN A CALL CENTER  
Serial No. : 09/523,935  
Date Filed : March 13, 2000

Box MISSING PARTS  
Assistant Commissioner for Patents  
Washington, DC 20231

PETITION FOR ONE-MONTH EXTENSION OF TIME

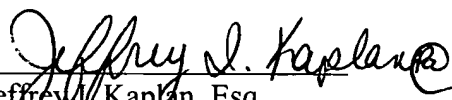
SIR:

This is a petition for a one-month extension of time to respond to the Notice to File Missing Parts of Nonprovisional Application dated May 15, 2000 in the above case. If a Petition for a longer extension of time is required, please consider this such a Petition.

Respectfully Submitted,

KAPLAN & GILMAN, L.L.P.  
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DATED: July 19, 2000

  
Jeffrey L. Kaplan, Esq.  
Reg. No. 34,356

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